

AMENDMENTS

In the Specification

Please replace the paragraph beginning on Page 1, line 11 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No.
10/066,841, attorney docket number P7223, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Remote Services System Management Interface" and naming Michael J. Wookey,
Trevor Watson and Jean Chouanard as inventors, the application being incorporated herein by
reference in its entirety.

Please replace the paragraph beginning on Page 1, line 16 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No.
10/066,950, attorney docket number P7229, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Remote Services Delivery Architecture" and naming Michael J. Wookey, Trevor
Watson and Jean Chouanard as inventors, the application being incorporated herein by reference
in its entirety.

Please replace the paragraph beginning on Page 1, line 23 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No.
10/066,828, attorney docket number P7230, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Prioritization of Remote Services Messages Within a Low Bandwidth Environment"
and naming Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the
application being incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 1, line 29 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/067,165, attorney docket number P7231, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Remote Services Back-Channel Multicasting" and naming Michael J. Wookey, Trevor
Watson and Jean Chouanard as inventors, the application being incorporated herein by reference
in its entirety.

Please replace the paragraph beginning on Page 2, line 5 with the following amended
paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/066,841, attorney docket number P7233, filed on ~~a even date herewith~~ February 4,
2002, entitled "Remote Services System Data Delivery Mechanism" and naming Michael J.
Wookey, Trevor Watson and Jean Chouanard as inventors, the application being incorporated
herein by reference in its entirety.

Please replace the paragraph beginning on Page 2, line 11 with the following amended
paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/066,914, attorney docket number P7234, filed on ~~a even date herewith~~ February 4,
2002, entitled "Remote Services WAN Connection Identity Anti-spoofing Control" and naming
Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the application being
incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 2, line 16 with the following amended
paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/066,975, attorney docket number P7235, filed on ~~a even date herewith~~ February 4,
2002, entitled "Automatic Communication Security Reconfiguration for Remote Services" and
naming Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the application
being incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 32, line 25 with the following amended paragraph:

Referring again to Figure M 14, the remote services proxy 210 uses queuing module 1432 to provide persistent queuing of requests to be sent to the remote services system 100. Accordingly, in the event of a temporary network outage, or the failure of a local or remote MLM, data is not lost.